

Volunteer Power

Calcasieu Medical Reserve Corps



WHY DO PEOPLE VOLUNTEER?

- RECOGNITION
- PERSONAL ACHIEVEMENT
- RESPONSIBILITY
- GROWTH AND LEARNING
- THE WORK ITSELF
- SOCIALLY CONNECTED
- BECOME PART OF A VOLUNTEER NETWORK
- POWER



Conference Commercial

VIDEO

McNeese State Cowboy Fair



RECOGNITION

Volunteers prefer clear endings, short- term tasks

- Let these particular volunteers be in positions in high visibility. (ex. Radio, TV, News they enjoy public relations
- Award them with plaques, certificates and public announcements of their achievements
- Give volunteers a pat on back with simple gestures such as lunch, small gift or thank you card
- Volunteers want to be connected with popular projects

Ambassador Award 2010



Rewards and Recognition

- Important to understand the difference between the two terms. People often confuse them
- Recognition : Recognize a person for the job they were recruited to do.
- Reward: Recognize a person for going far above what was asked.





CMRC AMBASSADOR AWARD 2010

CERT Rodeo Awards 2010



Personal Achievement

- Volunteers look for situations requiring top performance they can excel
- Ways to work with the achiever would be ask for help in setting the work pace and methods
- Give them challenging task which requires efficiency
- Allow them to learn new skills
- Give them clear feedback on their performance
- The chance to accomplish something important

Mass Flu Vaccination 2007



Responsibility

- Volunteer thrives on increased influence on the particular situation.
- Let them come up with decisions on an event or incident - they will respect and take ownership
- Include them in decision making
- This doesn't mean they are always use real democratic judgment but give them the opportunity
- They thrive on this



Growth and Learning

- Wanting to develop as an individual and a professional.
- Provide on-the-job Vocational Training
- Workshops
- Drill and exercises
- Send volunteers to conferences
- A good manager allows and encourages growth for each volunteer
- Many want new skills and to learn about interesting topics and issues. Turning their volunteer job into mini educational experience which will likely result into new volunteer recruitment.

Putting skills to the test



The Work Itself

- Being driven to advance the mission of the MRC
- Teaching the different initiatives handed down by the Surgeon General as well as local community needs.
- Some project examples could be:
- Vaccination clinics, Safety Town , Obesity, Suicide Events, Tobacco Control, Evacuations and emergency preparedness, Homeless Shelter, Food for Seniors, Community Baby Shower, Breast Cancer Awareness,
- Health Fairs

ESCAPING GUSTAV/IKE





PARISH LINE VIDEO

Socially Connected

- Let them work with people
- Find tasks that require cooperation
- Give them off- task time to interact with their coworkers
- Allow plenty of relationship building time and activities
- They want to build friendships and be respected
- They like being with others, want to help people, and care about others' feelings

CMRC CERT Rodeo 2010



Become part of a Volunteer Network

- Members want to identify with a volunteer organization which best fits their needs.
- Many will jump from one organization to another until they find the one where they feel they are needed the most and best fits their volunteer skills.
- Many will only join in time of disaster.
- Volunteers identify with Logo apparel. It makes them feel special as well as advertising the mission.
- Motivation “ **Volunteers are Cool**”

CMRC REPRESENTS



Power

- They want to have impact, influencing others with their ideas
- They want to win arguments and get others to do things their way
- They seek ways to influence through communication
- Give them opportunities to direct others
- Allow them to implement changes
- Have them interact with other volunteers
- Let them control their work pace
- Give them jobs that need managerial skills
- Ask them how jobs should be done

CMRC TAKING THE LEAD





Roles of Volunteers

- Important resource for many organizations
- Can improve life satisfaction, particularly in older people who may have free time on their hands
- Fill the roles within organizations with dwindling staff and diminishing financial resources

Volunteer Expectations

- Consideration, patience, courtesy, cooperation
- Clarity, tasks they are capable of performing, relevant information
- Professional treatment, private constructive criticism
- Appreciation, sincerity, recognition, positive work experience.

Obstacles to Success with Volunteers

- Neglecting to ask for help from a volunteer
- Assigning tasks without giving clear direction or training
- Making the volunteer feel unimportant or unnecessary
- Using volunteers for busy work
- Having low expectations of a volunteer
- Forgetting to thank a volunteer for their contribution

Success with Volunteers

- Find out their needs
- Give them jobs they enjoy and from which they can learn
- Involve them in program planning and decision-making whenever possible
- Show them their experience is valued
- Reward volunteers from the moment of initial contact
- Job satisfaction is the pay a volunteer receives

CMRC EMT TEACHING



CERT Training in Action 2010



Volunteer Work

- Needs to be meaningful
- Interesting
- Allow for personal growth
- Social interaction



CONFERENCE & RODEO 2010

Waiting for Search & Rescue competition



Radio Time



Recruitment

- Recruitment is only the beginning of a volunteer program.

JOIN CMRC!



Retention

- Vital to the success of a program

CERT Training in Action



Hurricane Summit 2009



Team Work at its Best



Back Board lift



Retention 4 R's

- **Excitement**
- **Energy**
- **Enthusiasm**
- **Effort**
- New members will be able to recognize the value and what it can give them. They will become more involved in giving something back.

Motivation Using the 4 E's

- Assure they are being used in an area they enjoy
- Make sure they believe in the cause
- Involve them in developing the approach
- Walk the Walk
- Ask for small increments of commitment
- Make them feel welcome
- Be available
- Avoid burning them out
- Reward them
- Make a personal contact

What is Motivation?

- Just remember we have heard that there is nothing we can do to motivate someone because motivation is an inside job
- True
- However there is a lot we can do to make this work so don't forget:

Remember What Volunteers Want Just A Recap!!!!

- They want you to be prepared for them
- They want to feel welcome
- Volunteers want good training
- Interesting Work
- Volunteers want to know up front how much time the job will take
- Volunteers want to be appreciated
- Volunteers want to be communicated with
- Volunteers want to know that they are helping to make the world a better place.
- Volunteers want to be socially connected
- Volunteers want to learn something new

Remember motivating volunteers
is common sense.

- Show your
enthusiasm.... it's
contagious!!!!!!!!!!!!!!!!!!!!

RACE TO THE FINISH LINE!



SEAHAWKS IN ACTION

